

# *Diversity At Mercy*

## ***Patients and Families***

Interpretation  
Services  
Cultural  
Competence

## ***Organization***

Mercy Diversity  
Council  
Recruitment  
Affirmative Action  
and Compliance

### ***CEO Statement:***

*Mercy Medical Center is strongly committed to diversity at all levels of the Mercy organization and in our community. Our mission, values, and traditions firmly embrace inclusion, acceptance, and compassion. Mercy is actively participating and responding to the unique and diverse needs of our patients, families, visitors, students and employees.*

*Dave Vellinga*

*President, Chief Executive Officer  
and Chief Diversity Officer*

## ***Employees***

DREAM Committee  
Diversity Events  
Training

## ***Community***

Sponsorship of  
Community  
Organizations  
and Events  
Volunteer Efforts  
Community Relations

*Jacquie Easley  
Director, Diversity Services  
643-4200*

# Strategic Pillar

Area of Focus

Desired Future State

Measured By

Employee recruitment & retention	Mercy employees are a preeminent team, highly motivated, satisfied and engaged in the mission	Turnover rates; Employee surveys; Compensation as % revenue
Governance development	Mercy has outstanding, engaged, high performing boards and board committees locally, as well as an effective governance structure for shared decision-making with all affiliated organizations	Board of Directors self-evaluation, attendance and support; Network governance structure established and active
Leadership development	Mercy has values-based, servant leaders and is committed to lifelong learning & succession planning	Annual education 100% completed; Succession plans completed
Education	Mercy is a strong, visible leader in education at all levels	Mercy College program development, enrollment & RN license pass rates; Tuition reimbursement #s; Staff in advanced degree programs
Diversity	Mercy celebrates the most diverse workforce	Diversity index
Culture	A distinctive high performance culture permeates the organization	Dissemination to all departments; Core Values/Employee Climate Assessment scores
Healthy Workforce	Members of the Mercy Family are committed to healthy lifestyles and choices	Employee health benefits costs; Unscheduled absences
Staffing	Mercy is staffed appropriately in all areas with high quality people	Action OI data; Hours per patient day
IT systems	Mercy employees have electronic access to needed personal, operational and clinical information	ACIS, ambulatory EMR & CHI Connect fully implemented

Underline = Organizational Scorecard metric

*Italic* = CHI 2020 Destination Metrics

You are invited to join the Mercy's Management Team for

# Diversity Awareness Day

**FEATURING:**

**Dr. Steve Robbins**

**"Unintentional Discrimination"**

Tuesday, February 27, 2007

8:30 a.m. to 11:00 a.m.

Hilton Garden Inn

8600 Northpark Drive

Johnston, Iowa



Dr. Robbins' powerful concept of "Unintentional Intolerance" has helped people to better understand complex cultural competency issues in a safe and non-threatening manner. An expert communicator, Dr. Robbins engages his audiences through a dynamic blend of humor, stories and in-depth knowledge. Those who have heard Dr. Robbins leave with a greater curiosity, motivation and intentionality about creating inclusive environments.

 **Mercy**  
MEDICAL CENTER  
DES MOINES

*A member of Mercy Health Network*

1111 6th Ave. • Des Moines, IA 50314-2611

**Strategic Initiative:** Foster a workplace of choice that enhances the full inclusion and integration of people and human resource development at the College.

**Objective:** Develop plan to attract and retain faculty and staff from diverse backgrounds by January 2008.

The definition of diversity has transitioned over the years. Diversity includes the “traditional” meaning as well as a newer broader meaning, which includes (but is not limited to) minorities, cross generations and religious backgrounds.

The purpose of any diversity recruiting plan is about assisting the organization in meeting its objectives by attracting, retaining and leveraging skills and talents of all employees. A successful organization welcomes and encourages the talents and differences of all its employees.

For Mercy College, a diversity recruiting plan should not necessarily be specific to sourcing diverse applicants. It should be a part of the overall diversity initiative for the College. Following are suggestions to incorporate into the overall diversity initiative.

- Develop a statement from MCHS President and Cabinet regarding commitment to cultural competency at MCHS which states the value that the College places on diversity.
  - Communicate this to the College community through presentations, posters, and other documents.
- As each position opens, make a concerted effort to outreach to various minority groups.
- Review current statistics of MCHS minority vs. non-minority employees. Identify areas of potential need. When opportunities arise, target applicants from that area of need.
- Using the broader definition of diversity, educate the College community on how to work with individuals from all walks of life. This could be in the form of books, articles, seminars and/or workshops.
- Discuss identifying and/or expanding opportunities in curriculum to reflect teaching and research interests of diverse faculty.
- Organize and/or host conferences and workshops that attract diverse individuals.
- Establish endowments/scholarships.
- Participate in programs such as the National Minority Faculty ID Program (see attached document)

- Continue to explore advertising sources that target diverse populations (see attached document)
- Partner with Mercy Medical Center and the Diversity Consultant in their recruitment and promotion efforts pertaining to diversity.
- Collaborate with marketing and admissions to attract diverse students, which in turn will attract potential employees.
- Explore the opportunity of a diversity recruiter certification.

**Propose:** Coordinate a task force of key individuals from within the College, the medical center, CHI and possibly the community to aid in developing and implementing a diversity plan.



## APLIQUE AL INSTANTE PARA TRABAJOS DISPONIBLES CON UN SIMPLE CLICK DEL RATÓN.

Para acceso a aplicaciones en línea de Mercy Medical Center, siga los pasos abajo:

- Visita nuestro sito: [www.mercydesmoines.org](http://www.mercydesmoines.org)
- Seleccione Oportunidades de Trabajo, "Job Opportunities"
- Seleccione Categoría de Trabajo, "Job Category"
- Seleccione Localización de Trabajo, "Job Location"
- Seleccione Programa de Trabajo, "Job Schedule"
- Click en búsqueda "Search"
- Todo el trabajo que satisfice su criterio de búsqueda será demostrado. Seleccione las posiciones de su interés y haga click en el botón Trabajos Seleccionados "View Selected Jobs" localizado debajo de la página.
- Seleccione Para aplicar haga click aquí "Click here to apply" o si usted quiere continuar su búsqueda haga clic en Búsqueda Nueva "New Search" o Regresar a los Trabajos "Return to Jobs"

Cuando ya este completo su aplicación la información automáticamente seria entrado en nuestra sistema de información y revisamos sus calificaciones dentro de unos días. Nos comunicamos con usted si este seleccionado para una entrevista.

Mercy Medical Center tiene el orgullo de haber recibido El Gran Premio de Diversidad de Asociación de la ciudad de Des Moines.

En efectivo el 1 de Julio, 2006 no se permite fumar/tabaco en nuestros ambientes.

**Aplique en línea: [www.mercydesmoines.org](http://www.mercydesmoines.org)**



*A member of Mercy Health Network*

1111 6th Ave. • Des Moines, IA 50314-2611

Phone: 515-247-3100 FAX: 515-643-8831



## CHI, BẮM và Bấm đến Đây

Già nhập những chuyên gia tại Mercy Medical Center-Des Moines. Hãy điền đơn xin việc online vì tính là bước đầu tiên để trở thành chuyên gia đình Mercy.

Địa chỉ xin việc trên mạng: [www.mercydesmoines.org](http://www.mercydesmoines.org)

Điền đơn xin việc làm chỉ đơn giản bấm trên con chuột máy vi tính.

Vào mạng lưới của Mercy để điền đơn xin theo những bước dưới đây:

- Vào trang chủ của chúng tôi: [www.mercydesmoines.org](http://www.mercydesmoines.org)
- Bấm trên Job Opportunities
- Chọn Job Category
- Chọn Job Location
- Chọn Job Schedule
- Bấm trên Search
- Tất cả việc làm theo tiêu chuẩn bạn đã chọn sẽ hiện ra. Chọn chức vụ bạn thích rồi bấm trên View Selected Jobs nằm ở cuối trang.
- Chọn Click here to apply hoặc nếu bạn muốn tiếp tục tìm việc thì bấm trên chỗ New Search hoặc Return to Jobs.

Khi bạn điền xong đơn xin việc làm, tài liệu của bạn sẽ được tự động vào chỗ giữ tài liệu của chúng tôi và chúng tôi sẽ xem xét lại đơn của bạn trong vòng vài ngày. Bạn sẽ được gọi nếu bạn được chọn để phỏng vấn.

Mercy Medical Center – Des Moines tự hào đã thắng phần thưởng của Greater Des Moines Partnership Diversity Award trong năm 2005.

Bắt đầu từ ngày 1 tháng 7 năm 2006, những chỗ làm việc của chúng tôi sẽ là những môi trường không hút thuốc lá.

Địa chỉ xin việc trên mạng: [www.mercydesmoines.org](http://www.mercydesmoines.org)

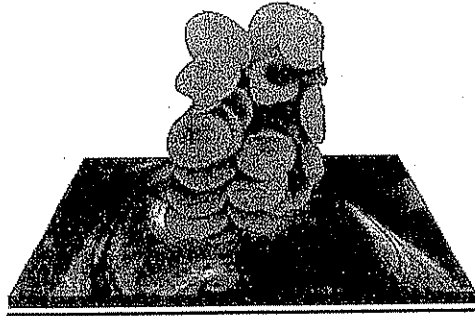


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## Relationship Between Jehovah's Witness and Patient Care



**Date/Time:** September 13, 2005 12:00 – 1:00 pm

**Place:** Beh 3

**Faculty:** Kenneth E. Dular Minister, Hospital Liaison Committee for Jehovah's Witness

**Intended Audience:** Nurses, Social Workers and All health care professionals who may care for a Jehovah's Witness patient.

**Purpose:** This program is designed to increase awareness of the Jehovah's Witness belief in regards to medical procedures and inform the participants on the options available in the field of bloodless medical treatments.

**Objectives:** Participants will be able to:

- Discuss attitudes and beliefs of the Jehovah's Witness patient and on what those beliefs are based.
- Describe how these beliefs may effect the provision of care.
- Assess and respond to patient health issues and concerns related to treatment options.
- Discuss the Jehovah's Witness position related to non-blood approaches to care and treatment.

**CEUS:**

- Nurses will be awarded 0.1 CEUs (1 contact hour), Provider #17, Iowa Board of Nursing.
- Mercy Medical Center, Des Moines, is an approved Iowa Board of Social Work Examiners provider #61 Social Work: This program is approved for 1 hour.

**For any Questions please contact either:**

Linda Anderson 643-4200  
Larry Conrad 247-4345  
Jeri Bernhardt 247- 3238

**Sponsored by Mercy Human Resources Diversity, Pastoral Care and  
Hospital Education Department**



# Bulletin weekly

July 27, 2007

## Mercy sponsors Balloon Classic

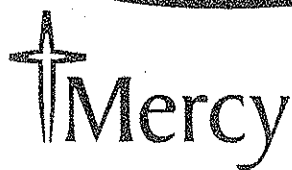


Mercy is proud to once again support Indianola's National Balloon Classic, which kicks off this evening at 5:30 p.m. and runs through Saturday, Aug. 4.

This year, the Children's Center at Mercy is sponsoring *T.J.'s Rainbow*, piloted by John Jensen, and will hand out bubbles on Wednesday, Aug. 1, during "Fire in the Sky" – the Midwest's largest Nite-Glo Extravaganza. In addition, Mercy is the official sponsor of the Classic Stage, which will feature live performances throughout the event, and Mercy Clinics, Inc., will staff the festival's first aid station.

Dozens of traditional and special-shaped hot air balloons are scheduled to launch each day at 6:30 a.m. and 6:30 p.m. The event will also feature a parade, arts and crafts show, children's activities and fireworks displays.

For more information or a schedule of events, please call (515) 961-8415 or visit [www.nationalballoonclassic.com](http://www.nationalballoonclassic.com).



Excellence.  
Every Day in Every Way.™

## DREAM Committee plans new activities to celebrate diversity at Mercy



Wednesday, Aug. 1, has been declared "Celebrating Our Diversity at Mercy Day" – and Mercy's Disability/Diversity Resources Engaging All Mercy (DREAM) Committee has planned some exciting activities to get employees involved.

"Mercy's mission and values firmly embrace the cultural differences among our employees, patients, families and students," said Jacquie Easley, director of Diversity Services. "To honor those differences, the DREAM Committee is hoping to start new traditions to highlight the diverse cultural makeup of the Mercy Family."

In addition to having a display outside the Marketplace & Grille from 10:30 a.m.

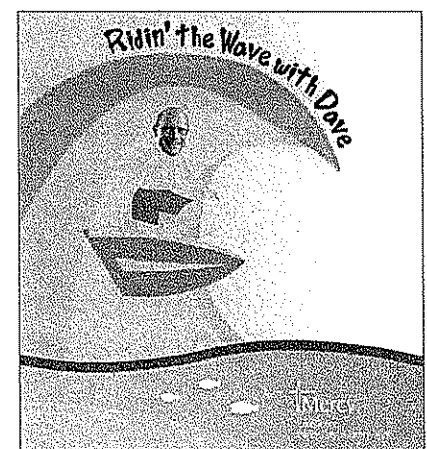
and 1 p.m. on Wednesday, the DREAM Committee will also post a large map of the world near the cafeteria and at several off-campus sites. Employees are encouraged to participate by indicating their country of origin with a stickpin.

The committee is also organizing a new "Sharing Our Heritage" cookbook, which will feature favorite recipes submitted by Mercy Family members. Recipes will be collected during the months of August and September and assembled into a book later this fall. Submission forms will be available at the DREAM Committee's display and via e-mail.

"Many departments and areas are already finding interesting ways to celebrate their diversity," said Jacquie. "This event and the creation of a cookbook will further showcase the diversity of the Mercy Family and bring us closer together."

## General Information Meetings go Hawaiian

The next round of General Information Meetings – whose theme is "Ridin' the Wave with Dave" – will take place on Tuesday, July 31, in the East Tower Auditorium at 7:45 a.m., 10 a.m., 2 p.m. and 4 p.m. Each session will feature a special presentation by President & CEO Dave Vellinga and other members of the leadership team, outlining Mercy's strategic plan and including news about upcoming initiatives and opportunities. In addition, there will be luau-themed food, beverages and trivia questions with prizes. Hope to see you there!





# *Walk A Mile In My Shoes*

**Disability Awareness,  
Communication and Sensitivity**

**Purpose:** October is "Disability Awareness Month" and as an employer of choice, Mercy recognizes the importance of an inclusive and diverse workplace. Mercy's DREAM Committee (Diversity/Disability/Resources Engaging All Mercy) invites all employees to identify how successfully employees with disabilities contribute to making Mercy a stronger workplace.

**When/Where:**

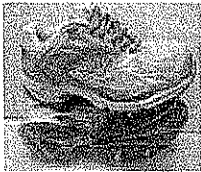
Tuesday, October 9, 2007 11:30 a.m.-12:00 p.m.

Conference Room #6 – East Addition

Or

Thursday, October 18, 2007 11:30 a.m.-12:00 p.m.

Mercy Capitol Boardroom



**Audience:** All interested Mercy employees – WOW Buck for attending.



**Panel:**

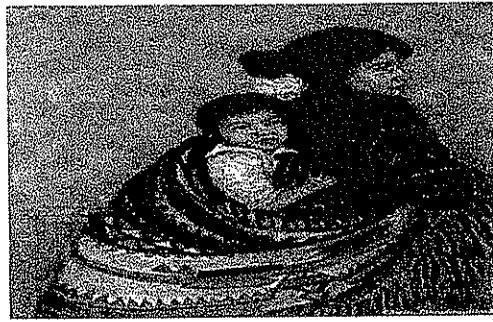
Cliff Brandon – IT

Patrick Bliss – Pastoral Care

Phillippe Gallant – Deaf community representative

Chris McMullen – HR

Ann Weiss – Moderator



# **NATIVE AMERICAN HERITAGE CELEBRATION**

**Join us in celebrating Native  
American Heritage Month**

**November 15 with Jonathan  
Buffalo, Historian, and Dancers:**

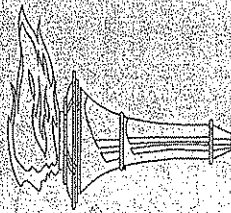
**11:30 Beh 1- Auditorium ASL sign  
language will be provided.**

*Sponsored by The Mercy Diversity Committee*

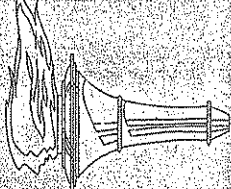


# Iowa Bystander

Established 1894

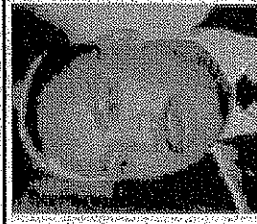


Established 1894

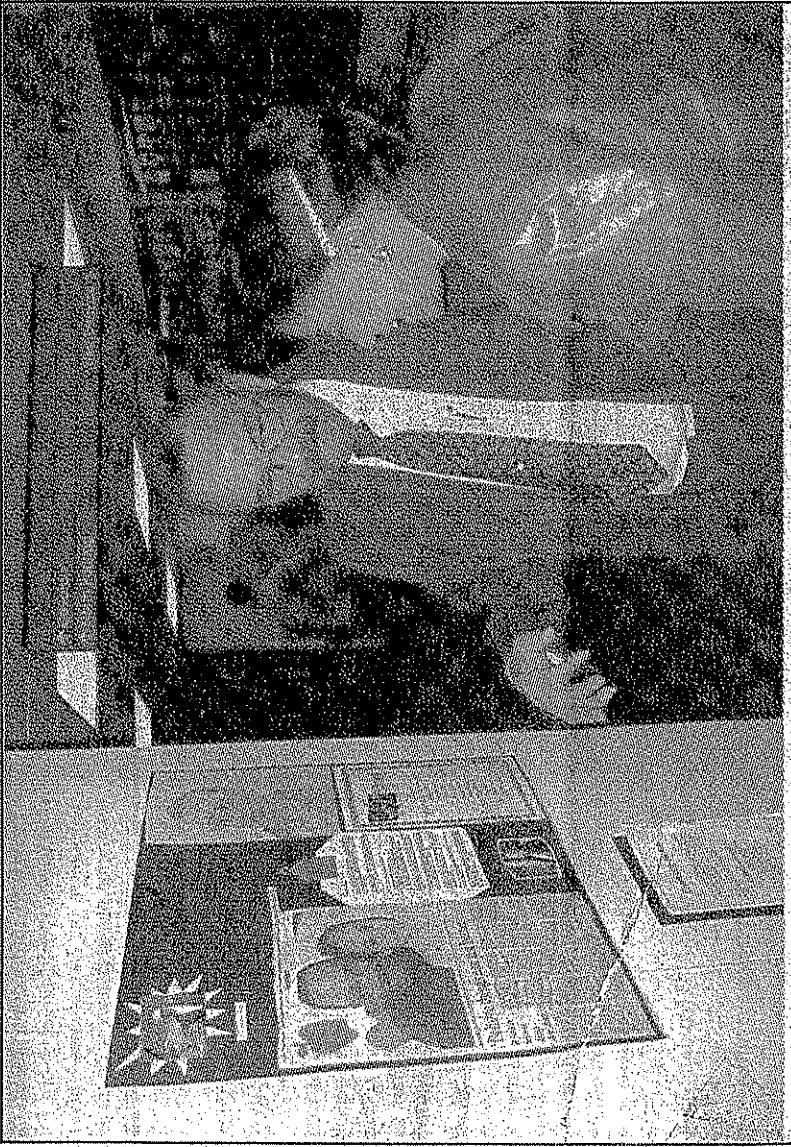


I submit that an individual who breaks a law that conscience tells him is unjust, and who willingly accepts the penalty of imprisonment in order to arouse the conscience of the community over its injustice, is in reality expressing the highest respect for the law.

--Rev. Dr. Martin Luther King, Jr., killed April 4, 1968--



Fear God, Tell the Truth & Make Money • The Oldest Black Publication West of the Mississippi • Vol. 116 No. 38 • April 9, 2007



Dr. James Bowman one of the Tuskegee Airmen from World War Two recently decorated by the President Bush with the Congressional Medal of Honor is pictured here from a Black History Month celebration at Mercy Medical Center. Also pictured with him is Mercy Medical Center's Jacque Easley.

## Polk County Health Department to hold third "Diabetes Day"

On Friday, April 13, 2007, from 8am-12 noon, Polk County Health Department will hold the third "Diabetes Day" at its clinic at 1907 Carpenter Avenue in Des Moines. Spanish interpreters will be available.

"We will provide screenings, education about medication, and care management information for people with diabetes, or, those at risk for diabetes," said Terri Henkels, Polk County Health Department Director. It is recommended that people fast for 8 hours.

Fifty-one people were screened for diabetes at the Diabetes Day held on March 9, 2007. Ten people were identified as diabetic. Three of them knew they were diabetic, but the others were new diagnoses. Eighteen people were found to be pre-diabetic. The others were in the normal range.

"During their visits, someone with diabetes will be able to meet with a Drake pharmacist, a dietitian, a diabetic educator and a nurse practitioner. They will learn about diabetes and how best to manage their disease," said Pam Lester, RN, Polk County Health Department Nurse Educator.

Diabetes is a chronic disease that can increase the risk for heart disease, kidney disease, peripheral vascular disease and blindness. Certain racial and ethnic populations, the elderly, rural residents and people with lower incomes are disproportionately affected by diabetes and its complications. Based on the 1999 Behavioral Risk Factor Surveillance System data, 10,323 Polk County residents had been told they had diabetes.

Screenings will be available, free of charge, to any Polk County resident. Patients diagnosed with diabetes will receive free home, event, for that

## Press Release

**FOR IMMEDIATE RELEASE**

September 2007

**CONTACT PERSON**

Dawn Peterson, 515/281-8086

### Iowa Civil Rights Leaders to be Recognized

DES MOINES— Friends of Iowa Civil Rights, Inc., a non-profit corporation dedicated to educating individuals and groups on civil rights issues and recognizing individuals, businesses, non-profit organizations and youth that make a significant contribution to civil rights in Iowa, is proud to announce the recipients of its annual recognition awards this year. The recipient for a business is Mercy Medical Center for its dedication to being an equal opportunity employer and emphasizing diversity both in its capacity as an employer and as a service provider for thousands of Iowans annually. Mercy has, among other things, maintained a diversity coordinator and provided language translation for its patients for several years.

Nine other recipients are being Specially Recognized by Friends. While there is no specific category for these individuals, Friends would be remiss in not recognizing the dedication and perseverance of the following individuals in crafting a consensus in the Iowa legislature that led to the passing of landmark legislation, specifically Senate File 427, which expanded the class of protected individuals under the Iowa Civil Rights Act to include those previously discriminated against based upon sexual orientation and gender identity: H. Ted Coppock, account executive for Reynolds & Reynolds, Inc.; Michael Early, president and chief executive officer of Banker's Trust; J. Barry Griswell, chairman and chief executive officer of Principal Financial Group; Jerry Hadenfeldt, vice president of government relations for Meredith Corporation; Marcia Nichols, legislative director for AFSCME Iowa Council 61; Mark Rosenbury, vice president of Countryside Renewable Energy; Michael Sadler, director of policy and law for QWEST; Thomas E. Stanberry, chairman, president and chief executive officer of West Bancorporation, Inc.; and Connie Wimer, president and publisher of Business Publications.

The 12<sup>th</sup> Annual Friends of Iowa Civil Rights, Inc. Awards Luncheon will be held at 12:15 PM on Monday, October 15, at the Polk County Convention Center in Des Moines, Iowa, as part of this year's *Iowa's Mosaic* statewide diversity conference ([www.iowamosaic.org](http://www.iowamosaic.org)).

To attend this year's luncheon, please call 515-225-1051 or e-mail [alice@avinsandinc.com](mailto:alice@avinsandinc.com). Cost of the luncheon is \$25.00.

# Mercy, Federal Home Loan Bank receive 2005 Diversity Awards

The 2005 Diversity Awards were presented to Federal Home Loan Bank and Mercy Medical Center during the Greater Des Moines Partnership's 116th Annual Dinner



h e l d  
January 27 at the Polk County Convention Complex. Finalists for the award included: Innovative Injection Technologies and Federal Home Loan Bank in the small-to-mid-size business category and Mercy Medical Center – Des Moines and Pella Corporation in the large business category.

“Each of the finalists are great role models for inclusion in the workplace,” said Martha Willits, President & CEO of the Partnership. “Our winners, as well as each of our finalists this evening, have set an exemplary standard in embracing diversity for our entire community.”

Federal Home Loan Bank provides low-cost and long-term funding and community lending to its member institutions to strengthen community financial institutions, which in turn strengthens their communities. The demographics of the Bank's employee base are a close reflection of the communities they serve with 54 percent female employees and 37 percent of those in management positions and 10 percent minority employees with 7 percent of those in management. Federal Home Loan Bank requires diversity training for all employees every two years and is sensitive to individual tastes, cultures and life cycles.

They also offer flexible work schedules and health benefits to domestic partners and the option to use sick time for not only their own needs, but

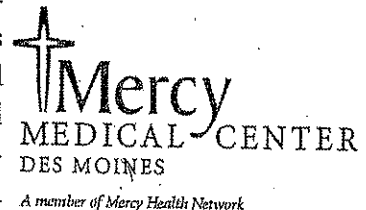
and economic development initiatives, as well as hosting an annual “Caring for our Community” Day.

Mercy Medical Center – Des Moines is strongly committed to diversity through its mission, values and traditions, which all firmly embrace inclusion. The longest continually operating hospital in Des Moines, Mercy employs a workforce that is 81 percent female with 76 percent of those in management positions. Minority employees make up 8.2 percent of its workforce with 2.1 percent in management. Natives of Sudan and Bosnia also make up a significant number of Mercy's employees. Mercy responds to the unique and diverse needs of patients and employees by providing language interpretation for a wide range of languages, as well as fulfilling disability needs for patients and support services for patient and employee groups. The hospital also incor-

porates clinical a n d educational experiences that focus on understanding and integrating cultural and religious customs, norms and family care expectations.

“Our intention for this award has always been to emphasize the importance of embracing inclusion and to recognize organizations in Greater Des Moines which have established diversity as a business priority,” said Monica Friedman, Chair of the Diversity Committee.

The finalists were nominated by Partnership members and selected by the Diversity Committee. Each finalist met specific guidelines regarding employee demographics, recruitment, retention, and vendor relationships



Engaging our community in Life Long Learning; and, Creating strong Regional Relationships. Each platform demands continued support, education, leadership and commitment.

Communication and inclusion are the keys to our success. With so many people and groups working on so many Project Destiny strategies, we must ensure our communication is useful and continuous - among planners, and between the planners and the public. We must listen to all people to meet the needs of all people in our community.

I invite you to revisit our Project Destiny recommendations - available at [www.desmoinesmetro.com](http://www.desmoinesmetro.com) - to find your own opportunity to contribute. What time, talent or resource can you provide to help accomplish our goals? Your contribution may be as grand as investing private dollars to create the Principal Riverwalk or the Meredith Trail, or it may be as simple as coming up with new ways to make our community more compelling to young people. As citizens and community leaders, each of us has an obligation to try. If we all contribute, we can achieve these goals. And more.

Send us a news release or letter outlining the Greater Des Moines Partnership to be a reality color photographs to illustrate your letter. Greater Des Moines Partnership, 700 Locust St., 50309; Fax 515-286-4974; email

Send us news items such as business expansion. Contact Susan Ramsey, 515-286-4954, or